

OMBUDSMAN'S CASE ASSISTANCE

Providing an impartial and independent perspective to USCIS

BEFORE CONTACTING THE OMBUDSMAN'S OFFICE



Contact USCIS to try and resolve your issue.

- Call the National Customer Service Center at 1.800.375.5283
- Check [My Case Status](#) Online
- Check USCIS [e-Request](#) tool
- Make an [INFOPASS](#) appointment at USCIS



Review the Ombudsman's information for submitting requests for case assistance.

- [Tip sheet & Checklist](#)
- [Frequently Asked Questions](#)

SUBMITTING A REQUEST FOR ASSISTANCE

If you have tried the USCIS Customer Service options and waited 60 days past USCIS posted processing times and still need further assistance resolving your issue with an application or petition, contact the Ombudsman by taking the following steps.



PREFERRED METHOD OF SUBMISSION

Submit electronically Form DHS-7001 through the [Ombudsman's Case Assistance Online](#) which provides direct, paperless submissions of requests to the Ombudsman's Office. Please read the instructions carefully before completing this form.

OR



Download and complete the Form DHS-7001, *Case Assistance Form* to allow the Ombudsman to share your confidential information with USCIS. Please read the instructions carefully before completing this form.

You must use Internet Explorer to successfully use the portal – other internet browsers, including Google Chrome and Mozilla Firefox are not compatible at this time.

[Form DHS-7001](#) (electronic—fillable)
[Instructions for completing electronically submitted Form DHS-7001](#)
[Form DHS-7001](#) and instructions (Downloadable)



MAKE SURE TO INCLUDE All USCIS receipt numbers on forms related to your application or petition on Form DHS-7001 and include copies of important information and documents.



SUBMITTING BY MAIL: Include the signed copy of Form DHS-7001 and any additional information to:

Office of the Citizenship and Immigration Services Ombudsman
Department of Homeland Security
Mail Stop 0180
Washington, D.C. 20528

or fax to: 202-357-0042

Please note that due to security measure with the government mail system, cases mailed (even those sent by express mail) may be significantly delayed.



For additional information, visit <http://www.dhs.gov/cisombudsman>